

# Arizona Department of Administration

## Employee Pocket Guide

Revised June 2003

### INTRODUCTION

Welcome to ADOA!

What you do is important to your customer, whether an Arizona Department of Administration (ADOA) employee, another agency or a member of the general public.

How you do your job is even more significant. The knowledge, courtesy and helpfulness you demonstrate influences your customers' attitudes toward you, ADOA, and the State. For these reasons, everything we in ADOA do must be focused on providing the most responsive, effective service possible.

This Pocket Guide contains basic information. It provides an overview of ADOA and its functions, and a summary of the key policies and procedures found in the ADOA Guide to Policies and Procedures that you are expected to follow while performing the duties of your position. Both also provide general information concerning your responsibilities, rights and benefits as an employee of ADOA and the State.

Whether you are a new employee or have been with ADOA for some time, it is expected that you will read and be familiar with this Pocket Guide and the ADOA Guide to Policies and Procedures on which it is based. You are responsible for abiding by the contents. You will also find it a valuable quick reference tool to utilize. Please keep in mind that ADOA policies and procedures as well as the contents of this Pocket Guide may change. In addition, detailed information is provided in the ADOA Guide to Policies and Procedures and Personnel Rules. You should consult with the ADOA Guide to Policies and Procedures, Personnel Rules, your supervisor and/or the Human Resources Office for specific information.

***This pocket guide is an advisory document and does not create rights or privileges for employees nor add duties or responsibilities for management. The failure of a supervisor to follow any procedure in this pocket guide shall not create any rights for any subordinate employee.***

***No contract of employment or requirement of progressive discipline is created by this handbook. Nothing in this handbook should be interpreted to conflict with Federal or State laws or rules. If a conflict is discovered the appropriate laws or rules control.***

**Management reserves the right to modify, revoke, suspend, terminate or change any of the provisions of this Pocket Guide, in whole or in part, at any time.**

**This Pocket Guide replaces earlier versions, which are no longer printed or distributed.**

**State of Arizona employees who are covered by the ADOA Personnel Rules are granted certain rights and responsibilities under those Rules. However, no employee acquires employee rights in excess of, or in addition to those authorized under the ADOA Personnel Rules or Arizona Revised Statutes.**

**Throughout this Pocket Guide and the ADOA Guide to Policies and Procedures, the term employee means merit system employees covered by the ADOA Personnel Rules as provided by A.R.S. § 41-762.**

**This Pocket Guide applies only to merit system employees.**

### **Related Links**

The following is a list of related government links, which you may find useful in performing your day-to-day duties.

Human Resources:

<http://www.hr.state.az.us/personnel/index.html>

Personnel Rules:

[www.hr.state.az.us/personnel/TITLE%202\\_%20ADMINISTRATION.html](http://www.hr.state.az.us/personnel/TITLE%202_%20ADMINISTRATION.html)

Arizona Government:

[www.az.gov/webapp/portal/](http://www.az.gov/webapp/portal/)

Benefits/Enrollment:

<http://www.hr.state.az.us/benefits/index.html>

Arizona State Legislature:

<http://www.azleg.state.az.us/>

Arizona Revised Statutes:

<http://www.azleg.state.az.us/ars/ars.htm#Listing>

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# ARIZONA DEPARTMENT OF ADMINISTRATION

## VISION:

**ADOA – Serving State Government with Leadership, Pride and Innovation**

**VALUES:** **Pride** – *We care about each other, encourage personal growth and recognize accomplishments.*

**Service** – *We strive to understand and anticipate our customers' needs and deliver services that exceed their expectations.*

**Quality** – *We provide exceptional value and vigorously pursue improvement.*

**Integrity** – *We accept personal responsibility and behave ethically.*

**Creativity** – *We contribute new ideas and solutions to address the operational needs of State government.*

**Teamwork** – *We achieve our greatest success by working together.*

**MISSION:** ***To provide effective and efficient support services to enable government agencies, State employees and the public to achieve their goals.***

## Overview of The Department

The Arizona Department of Administration (ADOA) is composed of the Director's Office, and five Divisions including: Capitol Police, Financial Services (FSD), General Services (GSD), Human Resources (HRD), Information Services (ISD), and Management Services (MSD).

## New Employee Sign-in and Orientation

As a new ADOA employee you are required to attend a new employee sign-in session with ADOA's Human Resources Office within your first three days of employment.

If you are filling a permanent or limited position, you are required to attend "ADOA New Employee Orientation" **and** "New Employee Orientation." "ADOA New Employee Orientation" is a 4-hour class, designed specifically for ADOA employees, and provides information regarding the Department, its Vision, Mission and Values, the Personnel Rules and other matters of interest to employees. "New Employee Orientation" provides a general overview of State employment.

In addition, you are also required to attend "Ethics" and "Sexual Harassment" training. Your supervisor may also require other training classes. See your supervisor if you have not been scheduled for these mandatory classes.

## **Employee Recognition Program**

At ADOA, we believe that our employees are our most important assets. Our commitment to excellence is realized through the contributions of individuals as well as the collaborative efforts of teams.

BRAVO! ADOA's employee recognition program, celebrates dedication and outstanding performance through a variety of ways such as Round of Applause! Take a Bow! Encore! A Cause for Applause! and Standing Ovation! For more information regarding BRAVO! contact your supervisor, Personnel Coordinator or Human Resources Office.

## **Benefits of Being an ADOA Employee**

In addition to the other benefits described below and elsewhere in this Pocket Guide, a special benefit, pride in excellence, comes with being an ADOA employee. ADOA is committed to excellence in customer service; you contribute to meeting the Department's unique responsibility for providing administrative leadership and operational support to State government.

## **Training**

ADOA offers a variety of training programs to assist you with your present position and to assist you in obtaining promotional opportunities. Contact your supervisor for more information on courses offered and class schedules or visit the training web-site at <http://www.azgu.gov>.

Also, the Department may pay for attendance at job-related seminars, training sessions and conferences when approved by your supervisor.

## **Tuition Cost Sharing**

In addition to training, ADOA offers a tuition cost-sharing program. Eligibility criteria:

- You must be a permanent status employee.
- Your request must be submitted prior to registering for the course(s).
- Courses must be offered by an accredited institution, private organization, professional society, government agency, or correspondence school.
- Courses must be related to your ability to perform in your present position or to qualify for another reasonably related position.

Please submit requests through your supervisor to your Assistant Director for approval/disapproval. Application forms can be obtained from your Personnel Coordinator or the Human Resource Office.

## **Membership in Professional Organizations**

Membership in professional organizations contributes to your career development through the exchange of information with other professionals and also benefits ADOA. Under certain conditions, ADOA may pay for memberships in such organizations.

Requests for ADOA-paid memberships should be submitted by memo to your Assistant Director. Approval shall be based on the degree to which ADOA would benefit from the membership and budgetary considerations. Approved requests, in the form of purchase requisitions, must comply with procurement guidelines.

### **Meal and Meeting Reimbursement**

You are only reimbursed for meals while in official travel status, as pre-approved by your supervisor. Payment of eligible meal expenses shall be supported by a meal receipt or statement and the appropriate reimbursement form. For more information regarding meal and meeting reimbursement, please see the General Accounting Office web-site at [www.gao.state.az.us](http://www.gao.state.az.us).

### **Promotional Opportunities**

The ADOA's policy is to appoint the best-qualified candidates. You are encouraged to pursue promotional opportunities as they arise. Acquaint yourself with the knowledge, skills and abilities associated with positions you have an interest in performing and seek training to prepare yourself for promotion. Your supervisor and/or the ADOA Human Resources Office may provide assistance to you.

With very few exceptions, announcements for ADOA promotional opportunities are prepared by the Human Resources Office and distributed via e-mail throughout ADOA.

If your job does not provide you access to e-mail or internet, check with your supervisor as to how you can obtain this valuable information.

### **Detail to Special Duty**

A Detail to Special Duty is the temporary assignment of a covered employee to another covered position. You must have permanent status to be eligible for a detail to special duty assignment. If you are detailed to a higher level position, your compensation will be calculated in accordance with the Personnel Rules.

A Detail to Special Duty usually occurs because the services of an employee are needed **temporarily** to maintain the efficiency and effectiveness of an operation. The employee detailed to special duty benefits from the opportunity by acquiring additional knowledge, skills and abilities, and being able to test interest in a different assignment.

### **Work Hours**

All State offices are required by law to be sufficiently staffed and open to the public between the hours of 8 a.m. and 5 p.m. Monday through Friday. While the normal workday is eight hours, there are several alternative work schedules that may be available to you depending on your Division's needs.

With the prior approval of your supervisor, you may work a schedule that will enable you to commute by public transportation, carpool, vanpool, bicycle or walk. You may also be permitted to work a flexible work schedule (flextime) at the discretion of your Assistant Director.

Your work schedule will depend on your position and the area where you are assigned. Your supervisor will explain working hours, lunch periods, and breaks to you.

### **Dress and Grooming Standards**

Your appearance projects an image to your customers, including the general public, about State employees and ADOA. Each ADOA employee is expected to practice good grooming habits and to dress in a manner that is appropriate to the position and the assigned work activities. Since what may be considered appropriate can vary from unit to unit, or position to position, you should

ask your supervisor for guidance.

### **Original Probationary Period**

New employees hired into covered, permanent positions serve a six-month or, for certain classes, a one-year probationary period, before gaining permanent status. Your supervisor will inform you of the time frame for your original probation.

You will be notified prior to the expiration of your probationary period if it is being extended, the length of the extension, and the reason(s) for the extension. You will also be notified if you do not successfully complete your probation.

### **Promotional Probationary Period**

If you receive a promotion to a covered position, you will serve a six-month promotional probation. Your supervisor will inform you of the time frame for your promotional probation. Promotional probation differs from original probation in that an employee who fails to complete a promotional probation is either reverted to the employee's former class or another class at the same grade. For further information, refer to the ADOA Guide to Policies and Procedures, Personnel Rules or contact your supervisor, Personnel Coordinator or Human Resources Office.

### **Overtime/Compensatory Time**

The Fair Labor Standards Act (FLSA) requires that nonexempt employees either be paid overtime or credited with compensatory time at the rate of one-and-a-half hours for every hour actually worked in excess of 40 hours per week.

If you are exempt from the FLSA you will receive straight compensation time for actual hours worked in excess of 40 hours per week, pursuant to State statutes.

Excluded employees do not receive any compensation for overtime.

The Personnel Rules limit the accumulation of compensatory leave to a maximum of 240 hours, except for those who work in a public safety or an emergency response activity, who may accumulate 480 hours.

Contact your Personnel Coordinator or Human Resources Office for information regarding your FLSA status.

### **Performance Evaluations**

To maintain high levels of performance and service, employees should ensure that they have a thorough understanding of their work assignments and the expected results.

The Performance Appraisal for State Employees (PASE) is the system used for evaluating your performance.

### **Pay and Salary Administration**

Each position in ADOA is assigned a pay grade in the State Service Salary Schedule. Each grade is a continuous range of pay from a minimum to a maximum rate. With few exceptions, all employees are paid within the ranges established for their positions.



Ask your supervisor, Personnel Coordinator or Human Resources Office if you need clarification regarding your salary and/or pay administration.

### **Pay**

There are 26 pay periods per year. Official paydays are on Fridays. Employees are encouraged to have their paychecks deposited automatically ("direct deposit") into the financial institution(s) of their choice.

### **Voluntary Deductions**

You can elect to have voluntary deductions taken automatically from your paycheck. Deductions include such items as donations to the State Employee Charitable Campaign (SECC), the purchase of US Savings Bonds, deferred compensation contributions, and premium payments for insurance programs (life, health, dental and disability). Except for deferred compensation, voluntary deductions are deducted from your pay for 24 of the 26 pay periods a year.

### **Holidays**

There are 10 paid holidays each year. They are:

1. New Year's Day (January 1)
2. Martin Luther King Jr. Day (the third Monday in January)
3. Presidents' Day (the third Monday in February)
4. Memorial Day (the last Monday in May)
5. Independence Day (July 4)
6. Labor Day (the first Monday in September)
7. Columbus Day (the second Monday in October)
8. Veterans' Day (November 11)
9. Thanksgiving Day (the fourth Thursday in November)
10. Christmas Day (December 25)

If a holiday falls on a Sunday, the holiday is observed on the following Monday. If it falls on a Saturday, it is observed on the preceding Friday.

Additional information on holidays can be found in Personnel Rule R2-5-402.

### **Annual Leave**

Annual leave includes all periods of approved absence with pay, which are not chargeable to another category of leave. Annual leave time accrual rates increase with length of service, as shown. Part-time employees who work less than one-quarter time, temporary, emergency and clerical pool employees are ineligible to accrue leave.

### **Bi-weekly Accrual Credits in Hours for Covered Employees**

<u>Years Employed</u>	<u>Full Time</u>	<u>3/4 Time</u>	<u>1/2 Time</u>	<u>1/4 Time</u>
Fewer than 3	3.70	2.77	1.85	.93
3 to 7	4.62	3.47	2.31	1.16
7 to 15	5.54	4.16	2.77	1.39
15 or more	6.47	4.85	3.24	1.62

You may use accrued leave after completing a leave request form and obtaining prior approval from your supervisor.

You can accumulate and carry annual leave over into the next calendar year, provided you don't have more than 240 hours accumulated as of the last day of the last pay period in a calendar year. Annual leave balances in excess of 240 hours will be forfeited unless an exception is authorized.

You should work with your supervisor to schedule annual leave early enough in the year to reduce the risk of losing any of your leave.

Your accrual rate, any hours of annual leave you used during the pay period, and your leave balance appear on your biweekly earnings statement.

When your employment ends, you will be paid for the unused leave at your current hourly rate of pay.

Note: Employees on LWOP do not accrue leave.

### **Donation of Annual Leave**

As provided in the Personnel Rules, you may contribute one or more hours of annual leave to another ADOA employee who has a seriously incapacitating and extended illness or injury, or whose immediate family member has a seriously incapacitating and extended illness or injury. Annual leave donations may also be made to an employee in another agency provided they meet the donated leave criteria and are a member of your family as defined.

The definition of family for this purpose is *spouse, natural child, adopted child, foster child, stepchild, natural parent, stepparent, adoptive parent, grandparent, grandchild, brother, sister, aunt, uncle, niece, nephew, sister-in-law, brother-in-law, son-in-law, daughter-in-law, mother-in-law or father-in-law.*

To receive donated leave for your illness or injury, you must have exhausted all sick, annual and compensatory leave. If you are requesting donated leave to care for a family member, you must first exhaust 40 hours of family sick leave, if available.

The dollar value of donated leave is adjusted proportionately in relation to the salary of the contributing employee and the salary of the receiving employee. All unused donated leave is returned to the contributors on a pro-rata basis.

### **Sick Leave**

Sick leave is any approved period of paid absence for:

- Illness or injury which renders you unable to perform official duties. Minor, non-disabling injuries or illnesses do not qualify for sick leave;
- Disability caused by pregnancy, childbirth, miscarriage or abortion;
- Examination or treatment(s) by a licensed healthcare practitioner, or
- Illness, injury, examination or treatments by a licensed health care practitioner of your spouse, dependent child or parent. Sick leave for this purpose cannot exceed 40 hours per calendar year.

If you will be absent unexpectedly for any of the above reasons, contact your immediate supervisor. Your section or unit has specific absence-reporting procedures. Ask your supervisor to advise you of the specific reporting requirements.

Sick leave is accrued at the fixed rates, as indicated, for all employees and can be used with your supervisor's approval if you are unable to work for an authorized reason.

<b>Bi-weekly Sick Leave Accrual in Hours</b>			
<u>Full Time</u>	<u>3/4 Time</u>	<u>1/2 Time</u>	<u>1/4 Time</u>
3.70	2.77	1.85	.93

Although sick leave accumulates without limit, accrued sick leave is forfeited upon termination of employment, unless the termination is for retirement (see "Retiree Accumulated Sick Leave Program" below). Former employees who re-instate within two years of separation will be credited with all unused sick leave at the time of separation, provided the separation was not the result of disciplinary action and the individual is not a RASL program participant.

### **The Retiree Accumulated Sick Leave Program (RASL)**

The RASL Program provides employees, who retire directly from State Service, with a minimum of 500 hours of accumulated sick leave with a cash benefit according to a graduated scale. Additional information is available at the Human Resources Office or the General Accounting Office.

### **Industrial Injury**

In general, if you sustain a job-related injury that is compensable under Worker's Compensation, you will be placed on sick leave. You will be required to use leave in an amount that equals your gross salary when added to Worker's Compensation payments. If you later receive a retroactive payment for the initial five days of industrial injury, you will be required to reimburse ADOA for that payment and will have the equivalent amount of leave restored.

In some cases you may be able to work temporarily in a modified/light duty assignment. It is ADOA's policy that every reasonable effort be made to provide modified/light duty based on an employee's restrictions and work experience. **Not all Divisions are capable of providing modified/light duty.**

**NOTE:** Leave taken due to an industrial injury shall be counted as FMLA leave when applicable.

For more information on industrial injury, see Personnel Rule R2-5-405.

### **Parental Leave**

Parental leave is any combination of annual leave, sick leave, compensatory leave, or leave without pay taken by an employee due to pregnancy, childbirth, miscarriage, abortion or for adoption of children.

Requests for parental leave of an ADOA employee will be approved under the following conditions:

- Sick leave may be taken only for periods of disability.
- The parental leave following childbirth, miscarriage, abortion or adoption shall not exceed 12 weeks, unless the Director approves a request for a longer duration.
- The employee shall not be required to exhaust all annual leave, sick leave, or compensatory

leave prior to taking leave without pay.

- The employee shall specify the number of hours of annual leave, sick leave, compensatory leave, and leave without pay to be used when requesting parental leave.
- An employee returning to work from leave without pay, taken as part of a parental leave, shall be returned to the position occupied at the start of the parental leave. If it no longer exists, a reduction in force shall be conducted.

**NOTE:** Per Personnel Rule R2-5-411 Parental Leave shall be counted as FMLA leave when applicable.

### **Family and Medical Leave**

In accordance with the Family and Medical Leave Act (FMLA) ADOA will grant FMLA leave to eligible employees for up to 12 weeks per 12-month period for any one or more of the following reasons:

- The birth of a child and in order to care for such child or the placement of a child with the employee for adoption or foster care (leave for this reason must be taken within the 12-month period following the child's birth or placement with the employee), or
- In order to care for an immediate family member (spouse, child, or parent) of the employee if such immediate family member has a serious health condition, or
- The employee's own serious health condition that makes the employee unable to perform the functions of his/her position.

To be eligible, an employee must have been employed by the State of Arizona for at least 12 months and actually worked for 1,250 hours over the previous 12-month period.

If the leave is taken for either the birth or placement for adoption or foster care of a child or to care for a sick parent, and both spouses work for the State of Arizona, their total period of FMLA leave in any 12-month period shall be limited to an aggregate of 12 work weeks.

### **Bereavement Leave**

Up to twenty-four (24) hours of paid bereavement leave can be approved for an employee upon the death or funeral of a spouse, natural child, adopted child, foster child, stepchild, natural parent, stepparent, adoptive parent, one who functioned "in loco parentis", grandparent, grandchild, brother, sister, brother-in-law, sister-in-law, mother-in-law, father-in-law, son-in-law or daughter-in-law. Bereavement leave can be extended an additional sixteen (16) hours if the employee travels out of State for the funeral.

### **Civic Duty Leave**

This category of paid leave applies when you serve as a juror, comply with a subpoena, vote, or perform official duties as a member of a governmental board, commission or similarly constituted governmental body.

Civic duty leave will be approved if you are subpoenaed as a witness by any State court or administrative, executive or judicial body. However, if you are subpoenaed regarding your commercial business or personal matters, you must request annual leave.

Except for voting, if you have been granted civic duty leave, you must report to work unless the distance to work precludes timely reporting to the civic duty. Also, if you cannot return to work at

least one hour before the end of your work shift, you do not need to report to work that day.

You must submit a statement showing any juror or witness fees received by you with your timesheet so the appropriate adjustment can be made. You may retain mileage allowances.

### **Victims Leave**

Victims of crimes are entitled to take work time off to attend all court proceedings involving the perpetrators of their crimes.

This includes trials, preliminary hearings and post-trial hearings. An employee taking leave to attend any of these court proceedings may not lose "seniority or precedence" while absent. An employee may use accrued annual leave, sick leave, or leave without pay to attend the court related proceedings. If an employee has no accrued annual or sick leave, the employee may use leave without pay for more than 80 hours.

### **Military Leave**

Paid leave will be granted for up to a total of 30 working days in two consecutive years for training or duty in the Arizona National Guard or any branch of the United States Armed Forces. If you request military leave, you are required to submit a copy of your orders for duty.

See Arizona Revised Statutes 26-168, 26-171 and 38-610 for specific information and requirements regarding military leave or contact the Human Resources Office.

### **Leave Without Pay (LWOP)**

An employee desiring to take leave without pay must get advance approval from the employee's supervisor and/or division's Assistant Director. An ADOA Leave Request form shall be used to apply for leave without pay. If more space is required to explain the need for leave, additional sheets may be attached to the form.

All requests for leave without pay for more than 80 hours must include starting and anticipated ending dates and reasons for the leave. An original probationary period shall be extended for the length of time the original probationary employee is on leave without pay (LWOP) for more than 80 consecutive working hours.

When taking approved leave without pay in excess of 20 hours per week, the employee generally must pay both the employee's and the State's share of the cost of any insurance or the insurance will be automatically cancelled. You may contact your supervisor, Personnel Coordinator, Human Resources Office or Benefits Liaison for further information.

An employee may be placed on leave without pay if the employee has no other leave available. Also an employee may be placed on leave without pay if the employee fails to show for work or in the event sick leave is disapproved.

### **Reduction in Force**

A reduction in force (RIF) is conducted when a position is abolished, when there is a lack or reduction of funding or work, or when material changes in duties or organization occur. The RIF process is based on length of service and performance.

In a RIF, retention points are used to determine if permanent status employees are retained in their positions, transferred to other positions at the same pay grade, reduced to lower-level positions or separated. For specific information about reduction in force, see A.R.S. § 41-763.04 and Personnel Rule R2-5-902 or contact the Human Resources Office.

### **Grievance Procedures**

ADOA is a great place to work, however, situations may arise which need resolution. Often these situations can be resolved through informal discussions with your supervisor, but sometimes more formal action is required. The State has grievance procedures which provide covered State Service employees systematic means of obtaining further consideration of complaints if informal meetings have failed.

Further information regarding Grievance Procedures can be found in the Personnel Rules obtained from your supervisor, Personnel Coordinator, and/or Human Resources Office.

### **Interviewing Time**

Subject to the operational needs of ADOA, you may request reasonable time off with pay, including travel time, to go to an interview and/or a physical examination for another job within ADOA or other State agencies. Such interviews are considered career development opportunities benefiting both you and the State. Contact your supervisor for prior approval. State vehicles may not be used for this purpose.

### **Travel Reduction Programs**

The Travel Reduction Programs Office consists of programs geared toward reducing employee commute trips. Capitol Rideshare provides State employees in Maricopa County assistance by matching up car-poolers, helping form vanpools and offering vanpool subsidies, offering bus information and bus subsidies, providing bike maps and other alternative mode information and coordinating the telecommuting program.

If you carpool at least three days a week, you are eligible to receive a special parking permit allowing preferential parking at most State buildings. If you ride the bus, carpool, vanpool, drive an alternatively fueled vehicle, telecommute, bicycle or walk to work at least two days a week, you are eligible for the Commuter Club. Commuter Club benefits include two emergency rides home by taxi if you are stranded at work, additional lead time when reserving ADOA motor pool vehicles, and discounts from valley businesses.

All non-university State employees in Maricopa County are also eligible for a bus fare subsidy through the Bus Card Plus program. Bus Card Plus is used like a credit card; you ride the bus to work as often as you wish and are billed for those trips, minus the subsidy. The total monthly bill is never more than the cost of a monthly pass and your portion is deducted from your paycheck.

Telecommuting is an alternative work arrangement that allows selected ADOA employees to work at home one or more days a week. ADOA has found that telecommuting saves the time and expense of commuting, reduces air pollution, and allows a quieter, more productive work environment for certain employees. Telecommuting requires prior supervisory approval.

*For more information on any of the previous, call (602) 542-RIDE.*

### **Wellness Program**

Our work-site wellness program, Arizona Healthways, provides health and wellness activities at the work-site during work hours. These include health education classes, health screening, flu shots, mammograms, weight management, blood pressure monitoring, heart-healthy cooking, walking clinics and Tai Chi, as well as an extensive book, audio tape and video lending library. These services are available to all employees and their benefit-eligible dependents.

It is ADOA policy that employees are not required to take annual leave to attend wellness events. Approval to attend will be contingent upon your unit's operational needs and workload at any given time. Plan ahead and secure supervisory approval to attend an event.

Many events are held around the lunch hour to facilitate attendance, averaging one to two hours. No class exceeds four hours.

A monthly newsletter, ***For Your Health and Benefits***, is distributed via website to all employees, which includes benefit and wellness information. You are encouraged to review the schedule of events for the upcoming month in order to select desired events and secure attendance approval from your supervisor in advance.

Most events are provided at no cost to you; some have small co-pays. This information is listed in the newsletter, or if you have questions, call 602-542-4128.

### **Employee Assistance Program (EAP)**

This voluntary and confidential program provides assistance to ADOA employees who are experiencing problems. It offers employees an opportunity to resolve a wide range of personal and job-related problems.

You may obtain further information or schedule an appointment with the EAP counselor by calling (602) 542-4200.

### **Credit Union Membership**

ADOA employees are eligible to join the Arizona State Savings and Credit Union and the Grand Canyon State Employees Federal Credit Union. Both offer a wide variety of services to State employees. Phone numbers are available in the State of Arizona Directory.

### **State Retirement**

Most State Service employees who are engaged to work at least twenty weeks in a fiscal year, for twenty or more hours per week, must enroll in the Arizona State Retirement System (ASRS) by completing an application at their New Employee Sign-up Session at the Human Resources Office. The exception involves employees serving in law enforcement occupations; they are required to join the Public Safety Personnel Retirement Plan (PSPRS).

Information on retirement programs and benefits is available from the Human Resources Office, the Arizona State Retirement System and the Public Safety Personnel Retirement System.

### **Social Security**

In addition to the State's retirement plan, all employees contribute to and are covered by the Federal Social Security program, which provides disability and retirement benefits.

### **Deferred Compensation**

Employees can increase their retirement funds by participating in a deferred compensation plan with tax-shelter advantages. These contributions are made on a pre-tax basis.

Information on deferred compensation is available from the Human Resources Office or the plan administrator, the Public Employees Benefit Services Corporation (PEBSCO), at 602-266-2733 or 1-800-545-4730.

### **Health, Life and Dental Benefits**

The State pays the entire cost to provide \$12,000 of basic life insurance for all employees who work at least 40 hours per pay period and assumes part of the cost for health insurance and dental insurance. Details of these benefits and application forms are available from the Human Resources Office.

New employees must enroll within 30 days from the first day of employment. Once you make your health, life and dental elections, changes can only be made yearly during Open Enrollment or during a Family Status Event. Except for disability insurance, coverage for eligible family members is offered under all these plans.

### **The Child Development Center**

The State has contracted with a provider to operate a day care center, The Child Development Center, for State employees. The Center is conveniently located at 1937 West Jefferson Street, Phoenix.

The Center accepts children from six weeks to six years of age. Rates vary depending on age, and a discount is given to parents with two or more children in the Center. The Center provides supportive and caring staff with low teacher/child ratios, a child-centered learning environment, and nutritious meals and snacks.

For further information contact the Child Development Center at (602) 542-1937.

### **Equal Employment Opportunity/Affirmative Action**

It is ADOA's policy to provide equal employment opportunity to all without regard to race, religion, sex, age, national origin, disability or Vietnam Era Veteran status. ADOA is committed to developing avenues of entry and mobility for minorities, women, individuals with disabilities, and Vietnam Era Veterans.

An annual Affirmative Action Plan promotes this policy. It addresses all employment decisions, such as recruitment, hiring, promotions, demotions, layoffs, job assignments, accessibility and working conditions as provided by law.

The Human Resources Office serves as ADOA's Affirmative Action/Equal Employment Opportunity Office. It monitors the Affirmative Action Plan, provides technical assistance to the Director and Assistant Directors upon request, and coordinates all investigations of alleged discrimination against ADOA.



### **Americans with Disabilities Act (ADA)**

ADOA follows the ADA by ensuring equal employment opportunities for qualified persons with disabilities and providing equal access to facilities, programs and services to employees, visitors and contractors.

Ensuring compliance with the ADA is the responsibility of all administrators, managers and supervisors.

### **Drug-Free Workplace and Substance Abuse**

It is the policy of ADOA that employees are prohibited from the unlawful manufacture, distribution, dispensing, possession, and/or use of controlled substances in any workplace. Any violation of this policy will result in disciplinary action up to and including dismissal from employment.

As a condition of employment, each employee is required to abide by the terms of this policy and notify the employee's immediate supervisor, in writing, of any criminal drug statute conviction for a violation occurring in the workplace, and shall do so no later than five days after such conviction.

Any supervisor receiving notification from an employee of a conviction for a criminal drug statute violation occurring in the workplace, shall, within one working day, notify the Assistant Director or his/her designee of such conviction. The Assistant Director shall take appropriate action within thirty days of such conviction, up to and including dismissal from employment.

Management reserves the right to take appropriate disciplinary action if an employee unlawfully manufactures, uses, distributes, possesses or dispenses a controlled substance outside of the workplace.

### **Bloodborne Pathogen**

It is ADOA's policy to comply with the Bloodborne Pathogen Standard, as outlined in the OSHA Title 29 CFR 1910.1030, to provide an Exposure Control Plan that will prevent employee infection from bloodborne pathogens in occupational settings within the Department.

This Exposure Control Plan is available from ADOA's Loss Prevention Coordinator.

### **Discipline**

ADOA's policy is to encourage and promote good employee/supervisor relations, and to use discipline when deemed appropriate by ADOA.

### **Safety**

It is the policy of ADOA to ensure compliance with the Arizona Administrative Code, Title 2, Arizona Rules and Regulations regarding Loss Prevention.

ADOA is committed to providing a safe work environment for employees, the protection of State owned property and keeping areas free from hazards that are frequented by the general public. This commitment is the combined responsibility of ADOA management and its employees, and each is held accountable.

For further information you may contact Risk Management at (602) 542-2182.

### **Medical Emergency**

In the event of a medical emergency (heart attack, serious injury or illness, etc.) the following steps should be taken:

- Call 911 and give the address, the floor and room number where the person requiring medical attention is located.
- Call the Capitol Police and inform them of the situation. Give your name and the floor and room number where the injured/ill individual is located.
- If the stricken person is an employee, notify the employee's immediate supervisor.

### **Security**

The following information and guidelines have been established to assist all ADOA employees in maintaining external and internal security. It is important to remember that any security measure may involve a degree of inconvenience to both employees and visitors. Inconvenience is sometimes necessary in establishing and maintaining a safe working environment.

Report potentially dangerous situations and/or suspicious activities in ADOA facilities to the Capitol Police immediately at 542-4580.

### **Access (External) Control**

Responsibility for access and control of State facilities managed by ADOA rests with the General Services Division (GSD). All such property, grounds, buildings and facilities that are secured by locking devices, other than office furnishings and equipment, tools and vehicles, are secured by the ADOA lock and key system. The GSD Locksmith Section maintains the system and is the sole source for copying and reproduction of keys. As A.R.S. 13-3715 provides, it is a criminal offense for you to make, copy or have a key made to any of the above.

If you possess a State key, you may not give or transfer it to another person. You may not duplicate it.

Employees must exercise due care and safety with keys. If the keys are lost, misplaced or stolen due to neglect, the person assigned the keys may be charged for their replacement.

Lost or stolen key charges are assessed as provided for in the key policy. Individual door keys will be assessed a charge of \$10.00.

If you no longer need it, are transferred to another agency or terminate your employment, you must return the key to GSD. Should your key break or become stuck, notify the GSD Locksmith as soon as possible.

An electronic card system secures many of the ADOA-managed facilities. GSD is responsible for the Electronic Computer Security System and production of key cards. The responsibilities of employees who have a key card are the same as described above for employees who have State keys. Under normal circumstances there would be no charge for reprogramming a key card or when an employee changes to another department. However, for all other replacements there will be a \$10 replacement cost.

### **Internal Security**

Except for open public access areas, visitors will not be allowed unmonitored access to ADOA offices or work areas.

Controlled areas in many cases are secured by use of restricted access security systems or by ADOA employees who are stationed near the door to control access. Employees who are authorized access to controlled areas may be issued badges or cards to allow such access. If your position requires a badge, you are required to wear it in a visible manner at all times you are in the building. Your supervisor will inform you if you need a badge or a card and will tell you how to obtain it. Should you lose your badge, inform your supervisor immediately to arrange for a temporary replacement.

If confidentiality is an element of your work, extra efforts are required to protect information from visitors. You must take extra precautions with any confidential information, which may be exposed, at your workstation. If you are working with confidential materials that may be in view (including computer display terminals) when a visitor arrives, you must make sure that the information cannot be seen by the visitor.

### **Personal Security**

Because of the nature of some of the work we do, we occasionally may have a visitor who is angry or upset. If a visitor becomes angry or upset and employees are not able to handle the situation, the following guidelines should be adhered to:

Never take any action which would jeopardize your personal safety.

Never take any action that would escalate the hostility of the visitor.

- If you are uncomfortable in a situation, contact your immediate supervisor.
- If your supervisor is not readily available, attempt to summon or alert a nearby employee so that person can call for assistance.
- Attempt to remain calm, avoid arguing with the visitor and call for assistance as soon as you have the opportunity.
- If practical, establish a code word or phrase which, when heard by nearby employees, would convey to them that you are in an uncomfortable position and need assistance.

In the event that the situation cannot be handled by the supervisor, if it appears that the situation will become dangerous, or a visitor proceeds directly into the work area, use an alarm button if your workstation is equipped with one. Otherwise call Capitol Police at (602) 542-4580 in Phoenix or (520) 628-6645 in Tucson.

### **Security Escort**

Capitol Police is available upon your request to accompany you to your car.

### **Bomb Threat**

For information on procedures in the event of a bomb threat or evacuation please see your immediate supervisor.

### **Security of State Property**

Preventing the loss, damage, misuse or theft of State property is the responsibility of each employee. If you have State property in your personal possession, reasonable precautions should

be taken to help ensure its security. In the case of a loss, however, in which damage is expected to be in excess of \$10,000 you must report it to Risk Management within one working day of the damage discovery. All other losses shall be reported within 10 days of damage discovery. You must also ensure your unit supervisor/manager is aware of any loss or damage to State property.

### **Weapons**

Unless authorized by statute and used in the course and scope of employment, weapons of any kind are not permitted in ADOA facilities. Violations of this policy will result in disciplinary action up to and including dismissal. If you have any questions about this policy you should contact your supervisor immediately.

### **Review of Employee Personnel Files**

Employee information, which is not considered public information, is held confidential.

Only the persons listed below may have access to all or part of an employee's personnel file:

- The employee.
- Anyone who has written authorization from the employee.
- Anyone in the employee's line of supervision.
- Department officials in the normal line of duty.
- A State hiring supervisor who is considering the employee for a position.
- Officials acting in response to court orders or subpoenas.
- An official of an agency of the Federal or State government or any of their political subdivisions, but only when it is deemed by the Director to be appropriate to a proper function of the official requesting access.

If you wish to view your personnel file, contact the Human Resources Office in advance. Please note that you will be required to provide identification prior to reviewing the file. Your file may not be removed from the Human Resources Office and nothing may be removed from the file.

Copies of requested items from the file, approved by the Human Resources Office, will be provided within three working days.

Additional information relative to employees' personnel records is contained in Personnel Rule R2-5-105.

### **References and Verification of Employment**

References (including verification of employment) on current and former employees shall be given, upon written request, only by members of the Human Resources Office and/or Payroll Unit, and shall include only the employee's:

1. Current and previous class titles and dates received.
2. Dates of employment.
3. Name and location of current and previous agencies to which the employee has been assigned
4. Current and previous salaries and dates of each change
5. Name of employee's current or last known supervisor.

The Human Resources Office is responsible for determining the need or right to know of any information requested and for releasing information.

### **Use of State Computers and Other Equipment**

State property is made available to employees to assist them in the performance of their job duties and provide services. Property which the State furnishes for your use in conducting State business includes, but is not limited to, telephones, copy and fax machines, cameras, e-mail services, personal computers, and access to the Internet. Any use of State property for other than State-business purposes must be exercised using the highest sense of reasonableness with respect to the **nature** and **extent** of the use.

Arizona Revised Statute prohibits employees from using State computers and internet to access, download, print or store pornographic material and information. As with any other form of improper or inappropriate behavior and conduct, any violation of this statute or misuse of State property will result in disciplinary action up to, and including dismissal. Should you have any doubt whatsoever, regarding possible use of State property or services for non-business purposes, you should confer with your supervisor.

### **Travel**

All official travel must be authorized in advance by your supervisor; out-of-state travel requires approval by your Division Assistant Director (AD). Requests for out-of-state travel should be submitted with justification to the AD's Office at least four weeks in advance of the travel. Employees may claim expenses and allowances within limits prescribed by statute or rule for authorized travel while on official business.

It is ADOA's policy that all Divisions shall use the Fleet Management Office or Motor Pool for their vehicle needs. Reservations may be made by phone or in person up to five working days in advance of the travel through the dispatch office at (602) 542-3110. Specialty vehicles, such as vans, may be reserved further in advance by written request.

In order to operate a State vehicle, you must have a current, valid Arizona Driver's License.

A number of policies address issues related to accidents involving ADOA vehicles, including accident notification, accident investigation, the accident review process and corrective or disciplinary action. Refer to these policies for further information.

If you need further information, please contact your supervisor, Personnel Coordinator, Risk Management, or Human Resources Office.

You may use your private vehicle for in-state trips with your supervisor's approval. State law requires the registered owner of a vehicle to carry minimum liability and property damage insurance limits of \$15,000 per person and \$30,000 per occurrence of bodily injury liability coverage and \$10,000 of property damage coverage. Therefore, if an employee does not carry automobile insurance as required by statute, the use of a privately owned vehicle is prohibited. If a State employee, driving his/her own vehicle within the course and scope of employment, and appropriate authorization, is involved in an accident and is found to be at fault, his/her own personal automobile insurance will be primary and the states self insurance shall be excess. The State **does not** provide coverage for damage to or the loss of the employee owned vehicle.

## **Smoking**

The ADOA's policy complies with State law which provides:

***"It is the policy of the State of Arizona to prohibit smoking except in designated areas of any building owned or directly leased by this State."***

It is ADOA's policy to allow smoking outside the building or in designated smoking areas. Employees who violate this policy and supervisors who fail to enforce it will be subject to disciplinary action. Contact your supervisor and/or Personnel Coordinator regarding the designated smoking areas for your Division.

Written complaints about noncompliance with this smoking policy may be sent anonymously to the Director's Office. Complaints regarding noncompliance with this policy shall include the physical location of the problem, persons involved, if known, the date of the incident, and the date of the complaint.

The complaint shall be investigated and the Director shall determine the appropriate action to be taken.

## **Parking**

Contact your supervisor regarding parking facilities appropriate to your job location. Visitor parking is limited and we want to ensure that visitors have easy access to parking when conducting business with us. Please do not park in spaces designated for visitors.

Also, parking in areas designated for the exclusive use of others such as Restricted Parking, Disabled Parking and Capitol Rideshare can result in citations.

## **Conflict of Interest**

A conflict of interest may arise when an employee or a relative of an employee may be affected by any decision of ADOA, or has a substantial interest in any contract, sale, purchase or service to it. In this situation, an employee must file a Conflict of Interest form and a Disclosure Statement on the conflict and refrain from participating in any manner in the decision-making process.

Conflicts of interest may also arise when an employee engages in any activity either on or off the job that impacts the employee's position in ADOA.

If a conflict of interest exists, you must file a Conflict of Interest form. Forms and assistance may be obtained from your supervisor or the Human Resources Office.

For more information on this subject, see A.R.S. 38-501 through 506 and State Personnel Rule R2-5-501.

## **Secondary Employment**

You shall not engage in secondary employment or other activity which is not compatible with the full and proper discharge of your duties and responsibilities. This also includes secondary employment which impairs your capacity to perform job duties in an acceptable manner.

Secondary employment refers to any job, contract or work agreement made by any employee of ADOA with any other party, including this or any other State agency.

You must disclose your intent to hold any part-time or full-time employment in addition to your existing ADOA position, whether inside or outside of State government. This includes self-employment.

If you engage in secondary employment, you must submit a Notification of Secondary Employment form to your supervisor. A copy of this form is available from the Human Resources Office.

Your supervisor will indicate whether the outside employment conflicts with your position, based on such considerations as conflict of interest, adverse impact on ADOA and consistency with Personnel Rules. If the finding is that a conflict exists, your supervisor shall document on the form the reasons for reaching that conclusion. The final decision rests with the appropriate Assistant Director.

If secondary employment conflicts with or impairs your capacity to perform your job or adversely impacts ADOA, you will be required to choose between your position with ADOA and the secondary employment. This decision must be communicated to your supervisor within three working days. If a decision is not communicated within that time, or you refuse to choose between the two jobs, ADOA will take appropriate disciplinary action up to and including dismissal.

Failure to give prior notification of secondary employment may result in disciplinary action up to and including dismissal.

### **Political Activities**

The State has established certain restrictions in law on political activities by covered State employees. In part, A.R.S. 41-772 states:

*"It is the public policy of this State . . . that government programs be administered in an unbiased manner and without favoritism for or against any political party or group or any member in order to promote public confidence in government, governmental integrity and the efficient delivery of governmental services and to ensure that all employees are free from any express or implied requirement or any political or other pressure of any kind to engage or not engage in any activity permitted by this section."*

### **Prohibited Political Activities**

A covered employee shall not:

1. Be a member of any national, State or local committee of a political party.
2. Be an officer or chairman of a committee of a partisan political club.
3. Be a candidate for nomination or election to any paid public office.
4. Hold any paid, elective public office.
5. Take part in the management or affairs, such as the business or operational activities, of any political party.
6. Take part in the management of any partisan or nonpartisan campaign or recall effort.

Exceptions: These prohibitions do not apply to school board elections or community college district governing board elections, and an employee may serve as a member of the governing board of a common or high school district or as a member of a community college district governing board.

## **Allowable Political Activities**

An employee may:

1. Express an opinion, interpreted to include wearing a political badge or button or displaying a political bumper sticker.
2. Attend meetings for the purpose of becoming informed about candidates for public office or about political issues.
3. Cast a vote.
4. Sign nomination or recall petitions.
5. Make contributions to candidates, political parties or campaign committees who are contributing to candidates or advocating the election or defeat of candidates.
6. Circulate candidate nomination or recall petitions.
7. Engage in activities to advocate the election or defeat of any candidate.
8. Solicit or encourage contributions to be made directly to candidates or campaign committees who are contributing to candidates or advocating the election or defeat of candidates.

Limitations: Except for expressing an opinion, an employee shall not engage in any activity permitted above while on duty, while in uniform or at public expense.

In summary, violation of the statute carries significant penalty, up to and including dismissal. Therefore, you are encouraged to refer any questions that you may have to your supervisor or ADOA Human Resources Office **PRIOR** to participating in any political activity.

## **Harassment**

ADOA is committed to maintaining human dignity and protecting its employees from harassment, whether it is sexual, racial, ethnic or of any other nature. Harassment in any form - verbal, physical or visual, is prohibited and will result in disciplinary action up to and including dismissal.

If you believe you have been the victim of harassment, or are aware or concerned that someone else has been, report it immediately to your supervisor, your Assistant Director, Director, Deputy Director, Human Resources Assistant Director or the Human Resources Office Manager.

If you believe that you are being retaliated against in any way for complaining of harassment, report such incidents to your supervisor, your Assistant Director, Director, Deputy Director, Human Resources Assistant Director or a member of the Human Resources Office.

## **Solicitations**

Soliciting for the promotion, sale or transfer of products, services, memberships or participation in commercial ventures of any kind is not permitted in work areas during work hours or in any manner that interferes with work.

Solicitations for official State-endorsed programs such as the State Employees Charitable Campaign (SECC), Blood Drive or the employee Deferred Compensation Program are allowed under certain circumstances and restrictions. These officially endorsed programs may be conducted on State time in State facilities as long as guidelines established by ADOA for each are followed.

Other solicitations may be allowed following compliance with these procedures:



1. A Solicitation Approval form must be submitted to the Director.
2. A copy of the approved or disapproved request will be returned to the requester within three working days of submission.
3. Only approved programs will be conducted, with these restrictions:
  - a) Employees may not solicit or manage the program on State time; all solicitations must occur before or after work or during lunch periods.
  - b) The Divisions shall designate areas to be used for approved solicitations, such as cafeterias or break rooms.
  - c) No coercion may be used; program participation must be voluntary.
  - d) No State materials, including but not limited to printing, paper, e-mail, postage or envelopes, may be used.
  - e) Programs may be offered only to employees; therefore, all notices, signs and posters, should be in good taste and be limited to employee bulletin boards.

ADOA retains the right to remove obscene, offensive, libelous and outdated materials from bulletin boards. Notices, signs and posters may not be posted in any public area including the main lobbies, elevator lobbies, reception areas or public meeting rooms. In addition, no solicitation of the public will be permitted.

The General Services Division must approve all notices, signs and posters for ADOA-wide solicitations; the appropriate Assistant Director must approve efforts conducted within Divisions. In all cases, approval will be dependent upon the material meeting the guidelines previously noted. Any material, which is displayed prior to the appropriate approval, will be removed.

ADOA encourages employee efforts to support charitable events and programs, while carefully prescribing the parameters of any solicitation activity. It is important, therefore, that any employee-sponsored program be carefully restricted to voluntary efforts at no cost to the State.

The GSD Office of Special Events should be contacted for information about conducting events in the Capitol Lobby, on the Capitol grounds, or in the Wesley Bolin Memorial Plaza.

### **Bulletin Boards**

Bulletin boards are State property and should be maintained appropriately. No partisan political literature of any kind or recruitment material from private companies is to be placed on the boards. The following material can be displayed: affirmative action notices, State job announcements, notices related to professional groups, notices for the sale of personal property or services, and notices related to ADOA or State activities.

Requests for approval to post material other than official ADOA notices on bulletin boards in public areas such as elevator lobbies should be submitted to the General Services Division.

Posting of material on bulletin boards within work areas is subject to the approval of the manager responsible for the area.

### **Acceptance of Gifts, Meals, or Bribery**

Employees of ADOA have a responsibility to maintain the integrity of both ADOA and State government. For that reason, ADOA must avoid being placed in a position in which any person

can expect special consideration, or in which the public can reasonably assume that special consideration is being given.

It is the policy of ADOA, consistent with State Personnel Rule R2-5-501.C.4. that no employee of ADOA shall accept or solicit any gift, gratuity, favor, entertainment, loan or anything of value, the acceptance of which would give the appearance of influencing the performance of the employee's official duties.

Disciplinary action for violation of this policy will be taken up to and including dismissal. If you need further information, please contact your supervisor, the ADOA Guide to Policies and Procedures, Personnel Coordinator, and/or Human Resources Office.

### **Records**

It is important for you to be knowledgeable about the proper storage and retention of our records. The proper retention of records, and compliance with approved records retention schedules are serious matters, which carry stringent penalties for acting improperly. All records reasonably necessary or appropriate to maintain an accurate knowledge of ADOA official activities must be maintained under the approved retention schedule.

As defined in A.R.S. 41-1350, records are: "*. . . all books, papers, maps, photographs or other documentary materials, regardless of physical form or characteristics . . . made or received by any governmental agency in pursuance of law or in connection with the transaction of public business and preserved or appropriate for preservation by the agency or its legitimate successor as evidence of the organization, functions, policies, decisions, procedures, operations or other activities of the government, or because the informational and historical value of the data contained therein . . .*" Such records are the property of the State of Arizona.

It is frequently assumed that records are only paper materials. The above phrase "regardless of physical form or characteristics" means that records also include machine-readable output, e-mail, system backups, still photographs, motion pictures, audio recordings, charts, maps, drawings, plans, video recordings, and micrographics.

### **Retention Schedules**

Retention schedules are proposed by ADOA and approved by the Department of Library, Archives and Public Records, which has the authority to destroy or authorize the destruction of records at the end of the scheduled retention period.

The end of the retention period occurs when the record is deemed to have no further administrative, legal, fiscal, research or historical value. A.R.S. 41-1347 provides further information.

Each Division shall have a current copy of the retention schedule for all documents produced in the Division. Procedures are outlined in the retention schedule for the internal destruction of certain records and the proper transfer of records from ADOA files to the Department of Library, Archives and Public Records. You are responsible for following proper procedures whenever you are involved with the destruction or transfer of records.

There are severe penalties imposed on those who violate the procedures outlined in the records

retention schedule. According to A.R.S. 38-421, any officer or employee who steals or knowingly, and without lawful authority, destroys, mutilates, defaces, alters, falsifies, removes or secretes the whole record or any part thereof, or permits any such person to do so, is guilty of a felony. See the ADOA Guide to Policies and Procedures on-line, contact your supervisor or the Human Resources Office if you have any questions regarding this matter.

### **Department-Initiated News Media Contacts**

To ensure that media coverage is coordinated properly, only the Public Information Officer (PIO) in the Director's Office is authorized to initiate or have contact with the media for ADOA-related issues. In the absence of the PIO, the Director, Deputy Director or another person designated by the Director will handle contacts.

You are encouraged to suggest story ideas for the ADOA's internal newsletter to the Public Information Office.

### **Media Inquiries**

Only authorized spokespersons may provide answers for routine, technical or statistical information. Under normal circumstances, that person shall be the PIO. The PIO may ask an ADOA employee to respond to an inquiry based on that person's particular knowledge of the subject in question.

All requests for information (e.g. public records requests), interviews or technical data requests from the media, or their representatives, should be referred to the PIO.

You should inform the PIO at once of any contact or problem with the media. While you are free to communicate with the media as an individual without fear of retribution (provided confidential information is not divulged and the information is factual), you must make it clear that you do not claim to be representing ADOA. This includes letters to the editor on any matter relating to ADOA.

### **Contacts with Governmental Agencies or Officials**

It is important for ADOA to maintain good working relationships and to present constant information on important issues when dealing with elected officials and other governmental agencies. The following guidelines are to be followed by all ADOA employees when contacted as a representative of ADOA:

- Contacts with Federal, State or local government agencies or officials shall be approved in advance by an employee's Assistant Director or the Director unless it is a substantial part of your duties to be in contact with particular agencies or officials. Where substantial contacts are part of your job and are identified in the job description, only those areas for which you are authorized to make such contacts may be addressed without further authorization.
- No letters, memorandums or other documents are to be transmitted to any Federal, State or local government agencies or officials without the prior approval of the appropriate Assistant Director or the Director, unless it is a substantial part of the your job duties to contact them, and the subject of the contact is a matter delegated to you.
- If a person from a Federal, State or local government agency or other official contacts you to obtain information concerning Department operations, the inquiries should be forwarded to your supervisor and transmitted to the appropriate Assistant Directors.
- If the individual making the contact has specifically requested the information from you,

you may provide the answers to the questions as long as you are sure of the accuracy of your answers.

- If an opinion is requested or given, you should inform the person with whom you are talking that you are giving your opinion and it is not necessarily the policy or position of the Department.
- A Communication Report Form regarding the contact should be completed immediately and forwarded through your supervisor to the appropriate Assistant Director.
- Confidentiality statutes and guidelines should be followed at all times when any contact is made with any government agency or official.

### **Lobbying**

State law provides that only certain individuals have the right to lobby and only a very few persons are authorized to lobby on ADOA's behalf.

Lobbying occurs when a person communicates with a legislator or legislative employee on behalf of a public body to influence the passage or defeat of legislation. It is not lobbying, however, when a person is acting on his own behalf or has been asked to provide technical information by a lobbyist or legislator. Also, communications between and among public lobbyists, public bodies, public officers and employees also are not considered lobbying. If you have any questions about this subject, be sure to discuss them with your supervisor.

It is important to remember that public lobbying applies only to communications with legislators and legislative employees or members of their households. All other governmental communications are exempt.

### **Leaving the Department**

If you decide to leave ADOA, you should comply with the Personnel Rules by submitting a written resignation to your supervisor at least ten working days prior to its effective date. Such notice provides you with the opportunity to apply for reinstatement. Reinstatement rights are set forth in Personnel Rule R2-5-204.

If you have a disability that precludes you from giving written notice, you may provide your resignation, or its withdrawal, orally. Your supervisor should reduce the statement to writing for your signature or annotate it to indicate that it was read to you and that you agreed with its contents, as appropriate.

Check with your supervisor and the Human Resources Office to complete your exit paperwork and arrange for your final paycheck.

You will be required to turn in your ADOA identification badge, bus card, manuals and any keys or other State-owned equipment you may have in your possession.

### **Exit Interviews**

It is the ADOA's policy to gather and analyze information from departing employees in an attempt to improve work quality, productivity and working conditions through better planning, training, budgeting and organization. This exit interview is designed to give you an opportunity to comment on any problems or make suggestions with respect to your work area or the ADOA.

Every effort will be made to maintain employee confidentiality. Your responses will not become part of your personnel file.

**Acknowledgment of Receipt of the  
Arizona Department of Administration  
Employee Pocket Guide**

**This page is to be SIGNED and DATED by the employee and FORWARDED to the Arizona Department of Administration (ADOA) Human Resources Office, where it will be placed in the employee's official personnel file.**

My signature below indicates that I have received the May, 2003 ADOA Employee Pocket Guide, and that I will read the contents of this Pocket Guide and any subsequent versions. My signature below also confirms that I understand that any information referred to in the Pocket Guide is available to me through my Division's management, my supervisor, my personnel coordinator, on-line at [www.hr.state.az.us](http://www.hr.state.az.us) and the ADOA Human Resources Office. I agree I am also responsible for reading and understanding the online ADOA Guidebook to Policies and Procedures.

Finally, my signature below represents my expressed acknowledgement that the ADOA Employee Pocket Guide does not, in any part or in its entirety, create or constitute a contract between ADOA and me.

Employee's legibly PRINTED full name (*Last name, First, and M.I.*)

Name (*Please Print*) \_\_\_\_\_

Division/Section \_\_\_\_\_

\_\_\_\_\_  
Employee's SIGNATURE

\_\_\_\_\_  
Date

Please return form to:      ADOA Human Resources Office  
   100 N. 15<sup>th</sup> Ave, Room 103  
   Phoenix, AZ 85007

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